



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

January 31, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DELIVERY HOLD - Customer Satisfaction Program 19B42  
 – Supplement #1**  
 Certain 2020 Model Year Transit Vehicles with All Wheel Drive and Rear Climate Control  
 Rear Heater Coolant Lines Inspection and Repair

**New! REASON FOR THIS SUPPLEMENT**

*Parts List Update: Parts are now available to repair vehicles that do not pass inspection.*

**PROGRAM TERMS**

This program will be in effect through January 31, 2021. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit	2020	Kansas City	October 23, 2019 through November 25,2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the incorrect rear climate control heater lines may be installed allowing contact between the heater lines and the drive shaft. This contact may cause an underbody noise concern, and if left uncorrected, may lead to loss of engine coolant.

**SERVICE ACTION**

Before delivering any new in-stock vehicles involved in this program, dealers are to inspect the rear climate control heater lines for the correct routing under the driveshaft and replace the lines if incorrect parts are identified. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Less than 15% of the affected vehicles are expected to require repairs.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of February 24, 2020. Dealers should inspect any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

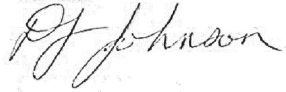
**New! ATTACHMENTS**

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Owner Notification Letter*

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized "D" and "J".

David J. Johnson

**NEW VEHICLE DELIVERY HOLD**

**Customer Satisfaction Program 19B42 – Supplement #1**

Certain 2020 Model Year Transit Vehicles with All Wheel Drive and Rear Climate Control  
Rear Heater Coolant Lines Inspection and Repair

**OASIS ACTIVATION**

OASIS was activated on December 19, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since December 19, 2019. Owner names and addresses will be available by March 13, 2020.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**NEW VEHICLE DELIVERY HOLD**  
**Customer Satisfaction Program 19B42 – Supplement #1**  
Certain 2020 Model Year Transit Vehicles with All Wheel Drive and Rear Climate Control  
Rear Heater Coolant Lines Inspection and Repair

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**New! CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (19B42) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

- **Provision for Coolant:**
  - *Program Code: 19B42*
  - *Misc Expense: OTHER*
  - *Amount: Up to \$15.00*

**NEW VEHICLE DELIVERY HOLD****Customer Satisfaction Program 19B42 – Supplement #1**

Certain 2020 Model Year Transit Vehicles with All Wheel Drive and Rear Climate Control  
Rear Heater Coolant Lines Inspection and Repair

**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Rear Heater Coolant Lines for Proper Routing <b>- PASS</b>	19B42A	0.3 Hours
<i>Inspect Rear Heater Coolant Lines for Proper Routing - FAIL Repair Rear Heater Coolant Lines with Improper Routing</i>	<i>19B42B</i>	<i>2.2 Hours</i>

Description <i>(19B42BB Not Available on ROs Dated 1/31/2020 and Later)</i>	Labor Operation	Labor Time
Inspect Rear Heater Coolant Lines for Proper Routing <b>- Does not pass inspection</b> (Program remains open)	19B42BB	0.3 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

To place an order for parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
<i>LK4Z-18B402-F</i>	<i>Heater Hose – Required for all Repairs</i>	<i>1</i>	<i>1</i>
<i>LK4Z-18B402-E</i>	<i>Heater Hose – Required for all Repairs</i>	<i>1</i>	<i>1</i>
<i>VC-13DL-G</i>	<i>Yellow Prediluted Antifreeze/Coolant</i>	<i>Up to 1 gallon</i>	<i>Claim as MISC. EXP</i>

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2020 MODEL YEAR TRANSIT VEHICLES WITH ALL WHEEL DRIVE AND REAR CLIMATE CONTROL — REAR HEATER COOLANT LINES INSPECTION AND REPAIR

### **NEW!** SERVICE PROCEDURE

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Locate the rear heater coolant lines at the rear of the transmission. See Figure 1.

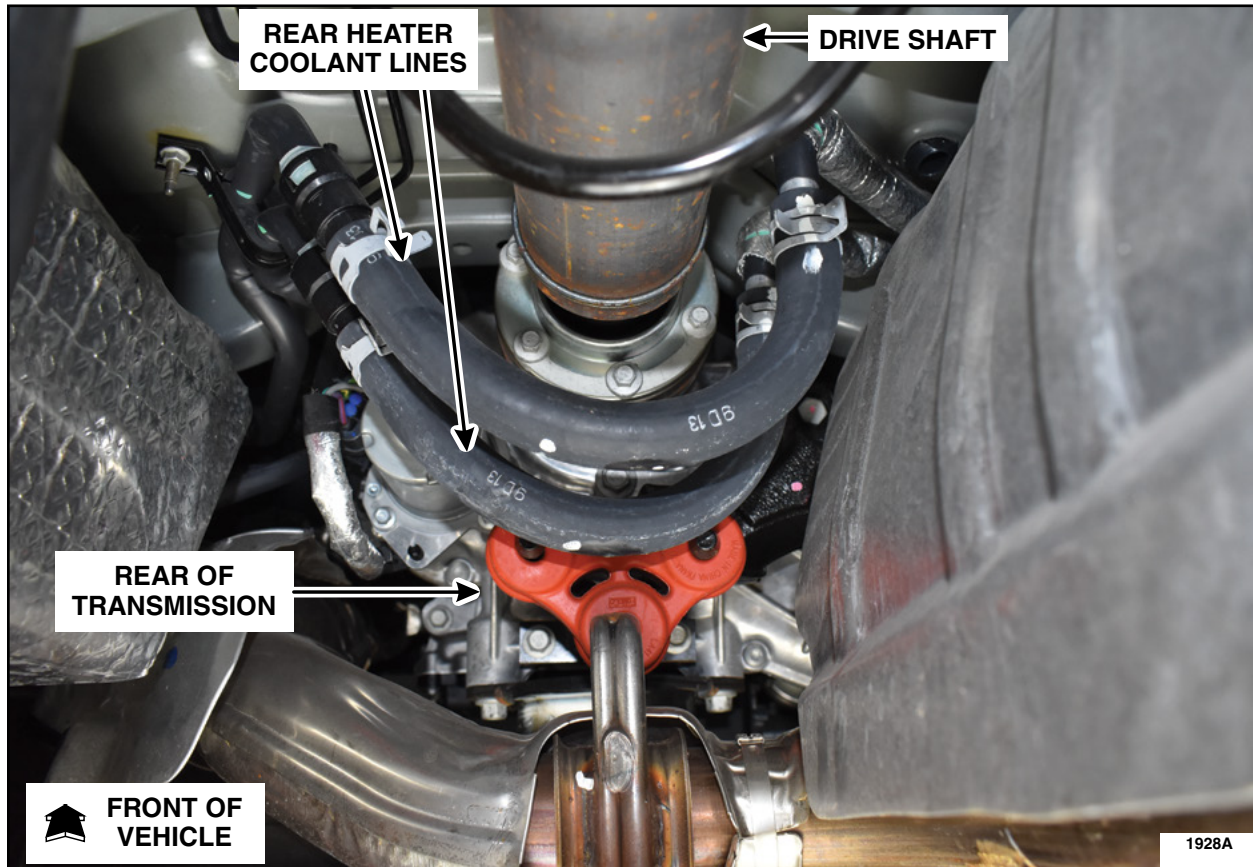


FIGURE 1



3. Inspect the rear heater coolant lines. See Figure 2.

- Are the rear heater coolant lines routed above or below the *rear* drive shaft?

Above - **Fails inspection.** *Proceed to Step 4.*

Below - **Passes inspection.** No further action is required. **(Closes program)**

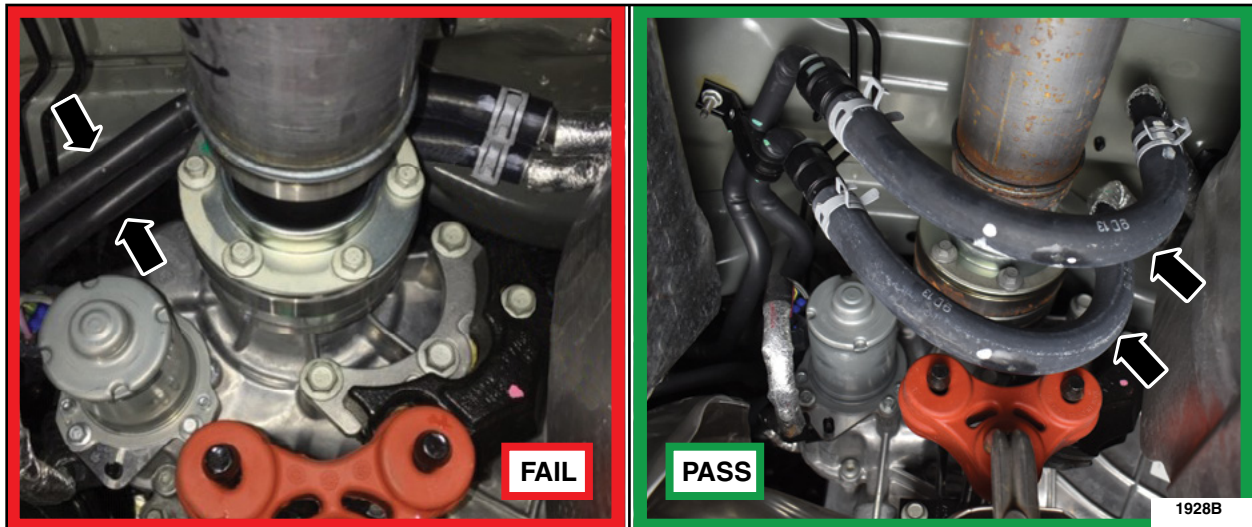


FIGURE 2

4. Remove the evaporative emission canister. Please follow the WSM procedures in Section 303-13.

5. Apply hose clamp-off pliers to the rear heater coolant lines at the front left hand (LH) of the vehicle between the engine crossmember and subframe near the front LH halfshaft. See Figure 3.

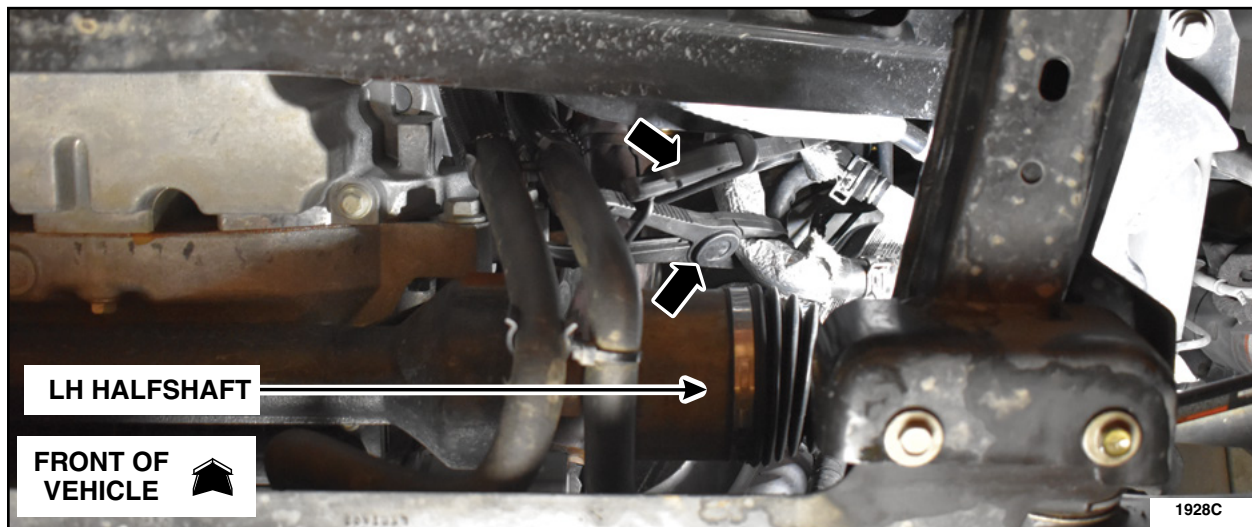


FIGURE 3



6. Position aside the front LH hose clamps of the rear heater coolant lines located by the front LH halfshaft. See Figure 4.

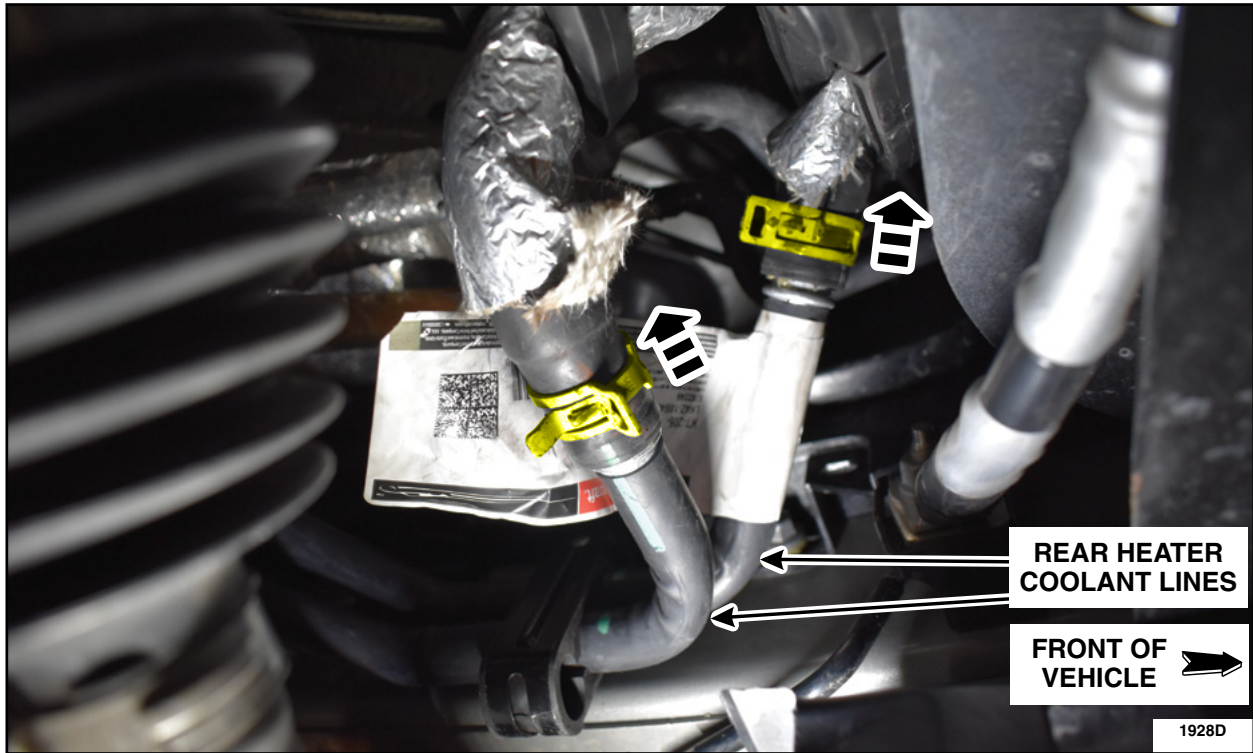


FIGURE 4

7. Disconnect and drain the rear heater coolant lines. See Figure 5.

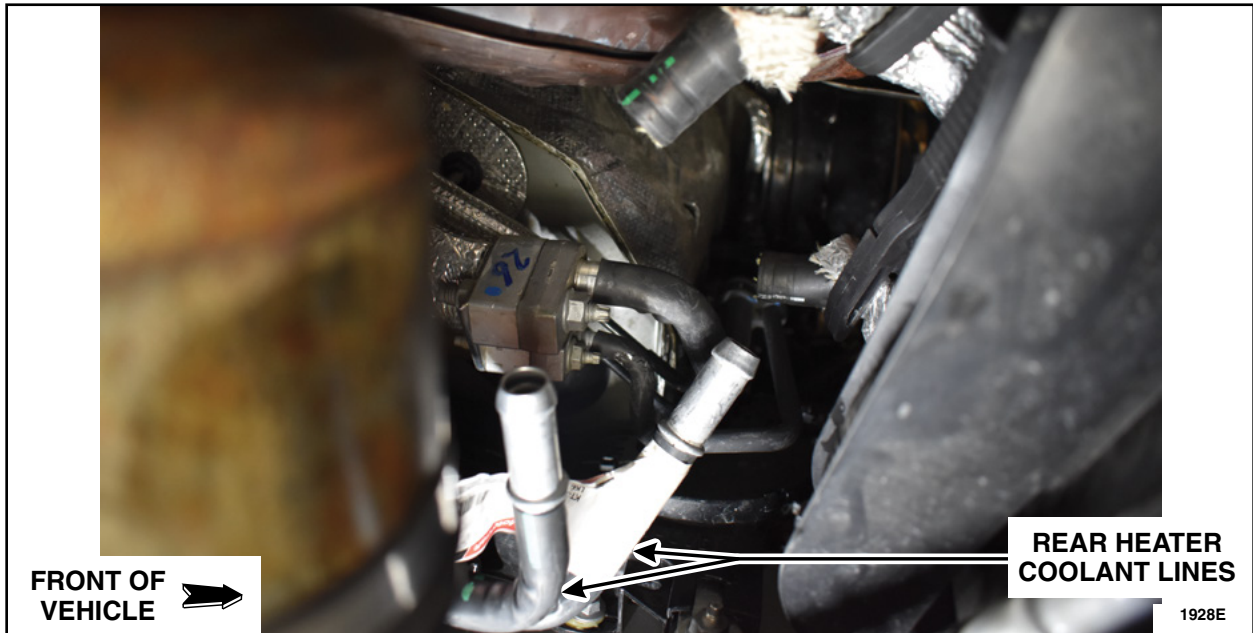


FIGURE 5





8. Remove the rear heater coolant line bracket retainer located by the front LH halfshaft. See Figure 6.



FIGURE 6

9. Remove the rear heater coolant line retainer located above the LH catalytic converter. See Figure 7.

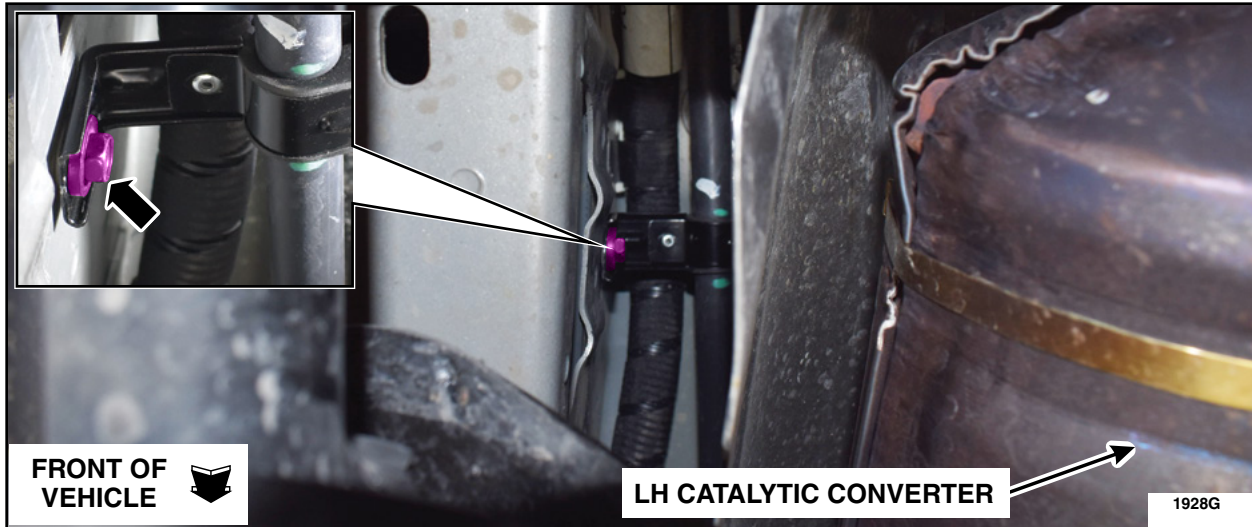


FIGURE 7



10. Remove the ground wire retainer, located on the front LH side of the vehicle between the steering shaft and the frame, and position the ground wire aside. See Figure 8.

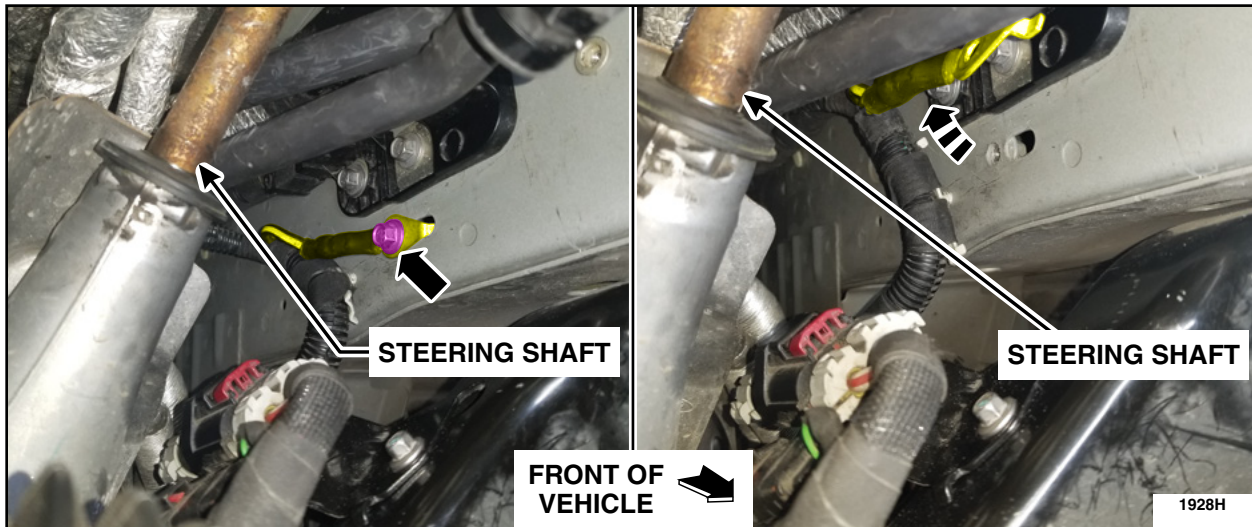


FIGURE 8

11. Remove the wire harness bracket bolt and wire harness push pin. Position aside the wire harness. See Figure 9.

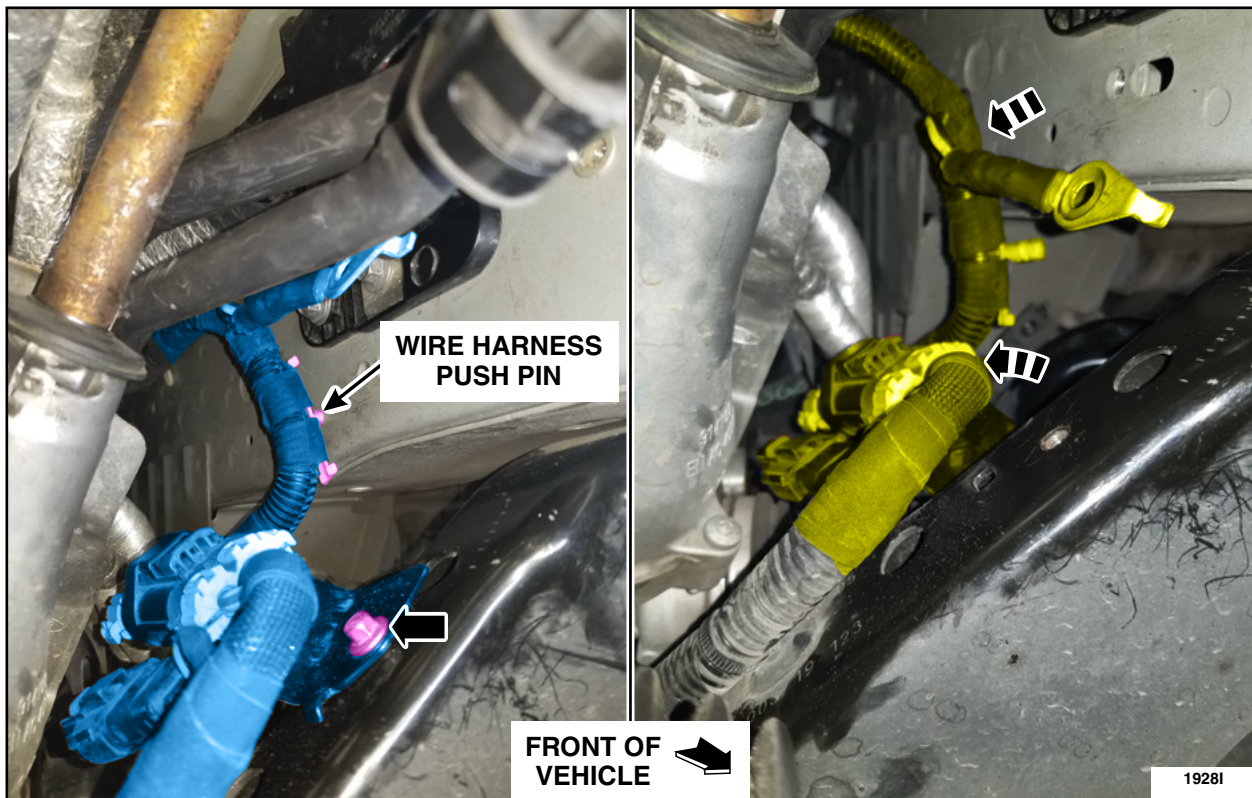


FIGURE 9



12. Position aside the rear heater coolant line hose clamps located above the rear driveshaft.  
See Figure 10.

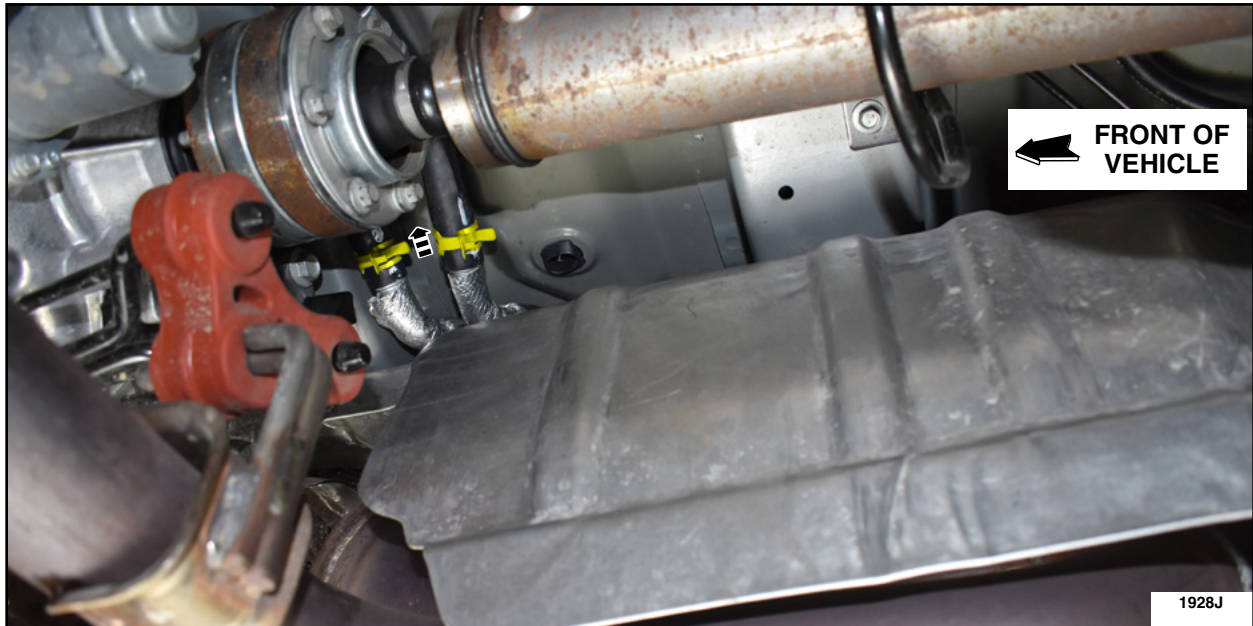


FIGURE 10

13. Separate the rear heater coolant line. See Figure 11.



FIGURE 11



**NOTE:** A hand on either side of the heat shield will aid in removal.

14. Remove the retainer and short portion of the rear heater coolant line located on the right hand (RH) side of the vehicle above the exhaust heat shield directly under the front passenger seat. Discard the rear heater coolant line. The bolt will be reused on installation. See Figures 12 and 13.

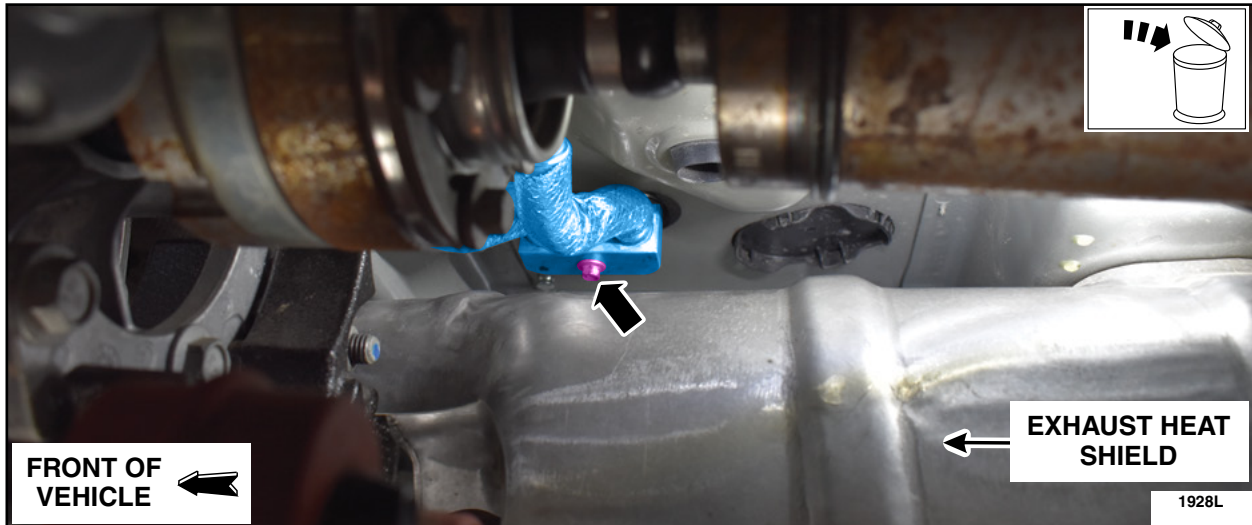


FIGURE 12

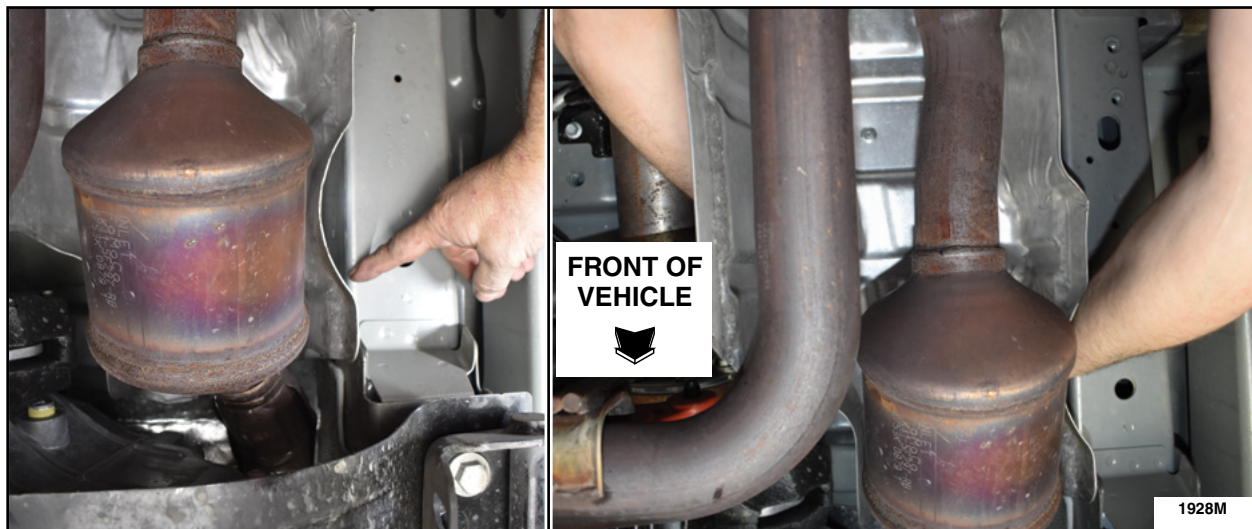


FIGURE 13



15. Position the rear heater coolant lines under the rear driveshaft. See Figure 14.

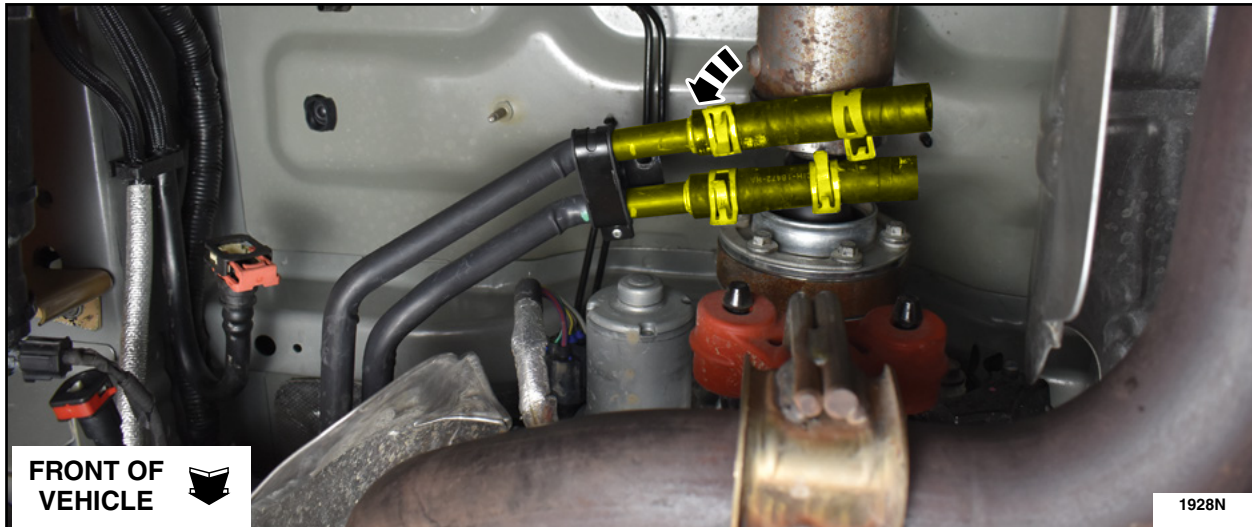


FIGURE 14

16. Rotate the rear heater coolant line downward and towards the LH side of the vehicle. See Figure 15.

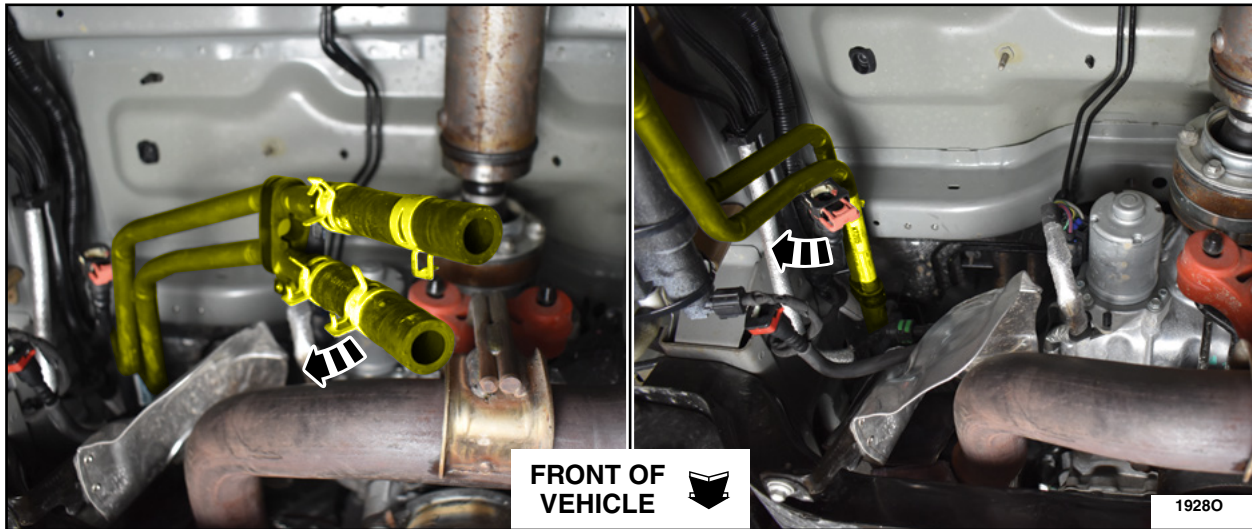


FIGURE 15



17. Remove the LH heat shield retainers and the heat shield. See Figure 16.

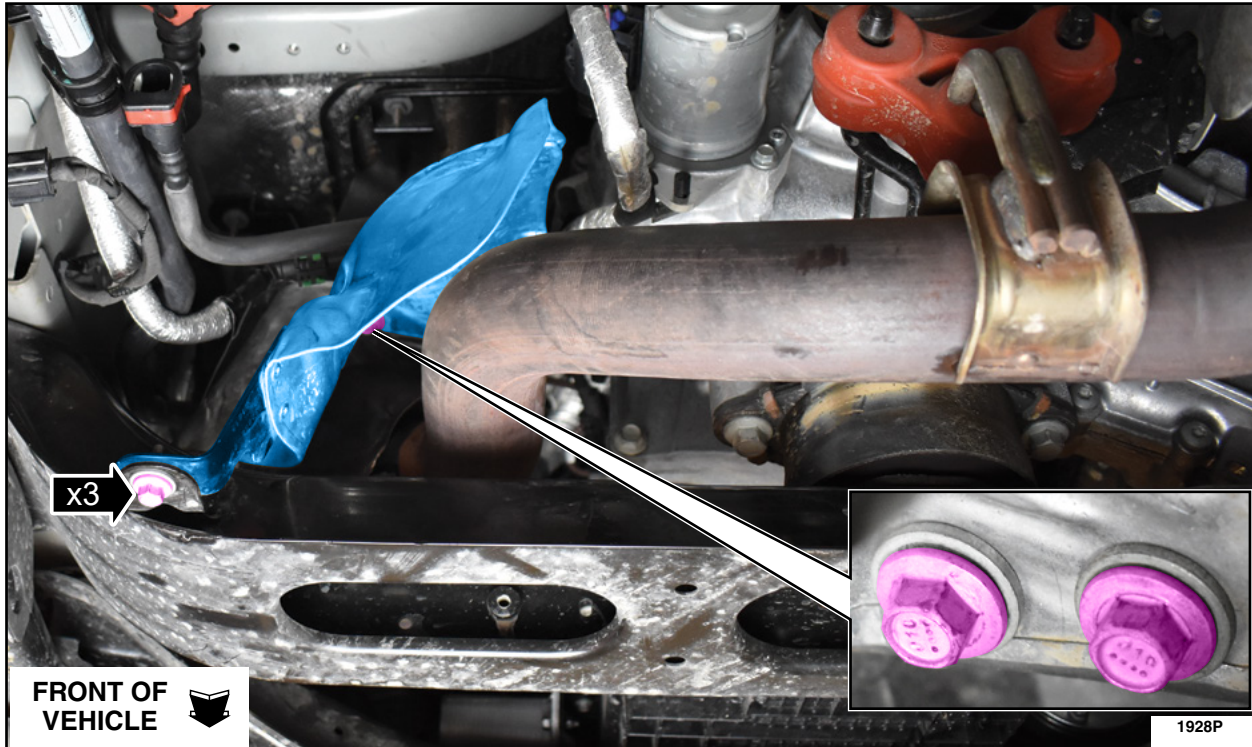


FIGURE 16

18. Remove the heat shield bracket retainers and the heat shield bracket. See Figure 17.

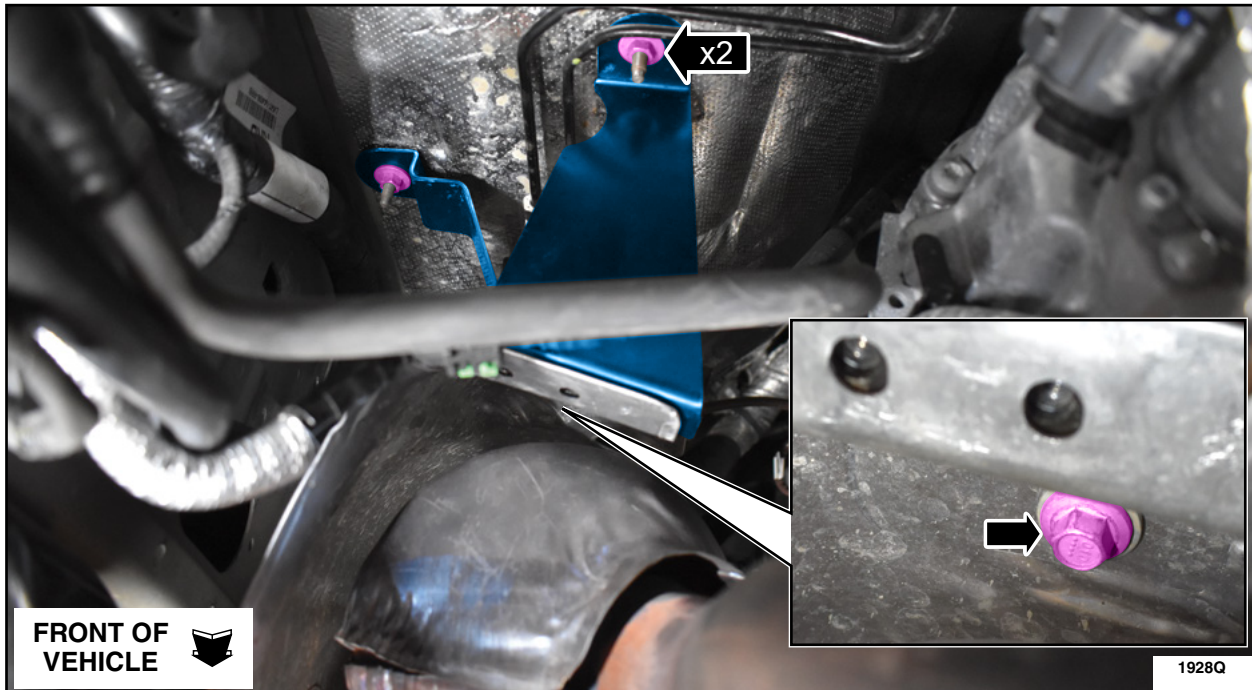


FIGURE 17



19. Remove and discard the rear heater coolant line. See Figure 18.



FIGURE 18

20. Install the new rear heater coolant line. See Figure 19.



FIGURE 19



21. Install the heat shield bracket and retainers. See Figure 20.

- Torque: 93 lb. in (10.5 Nm)

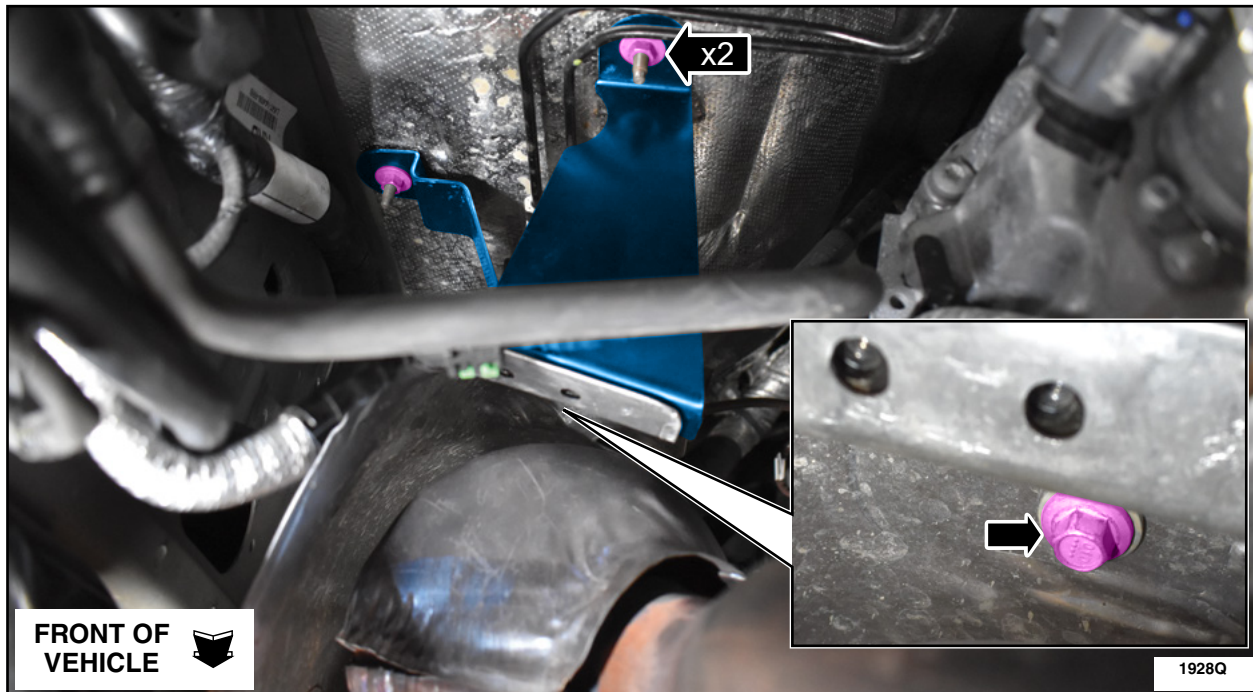


FIGURE 20

22. Install the heat shield and retainers. See Figure 21.

- Torque: 93 lb. in (10.5 Nm)

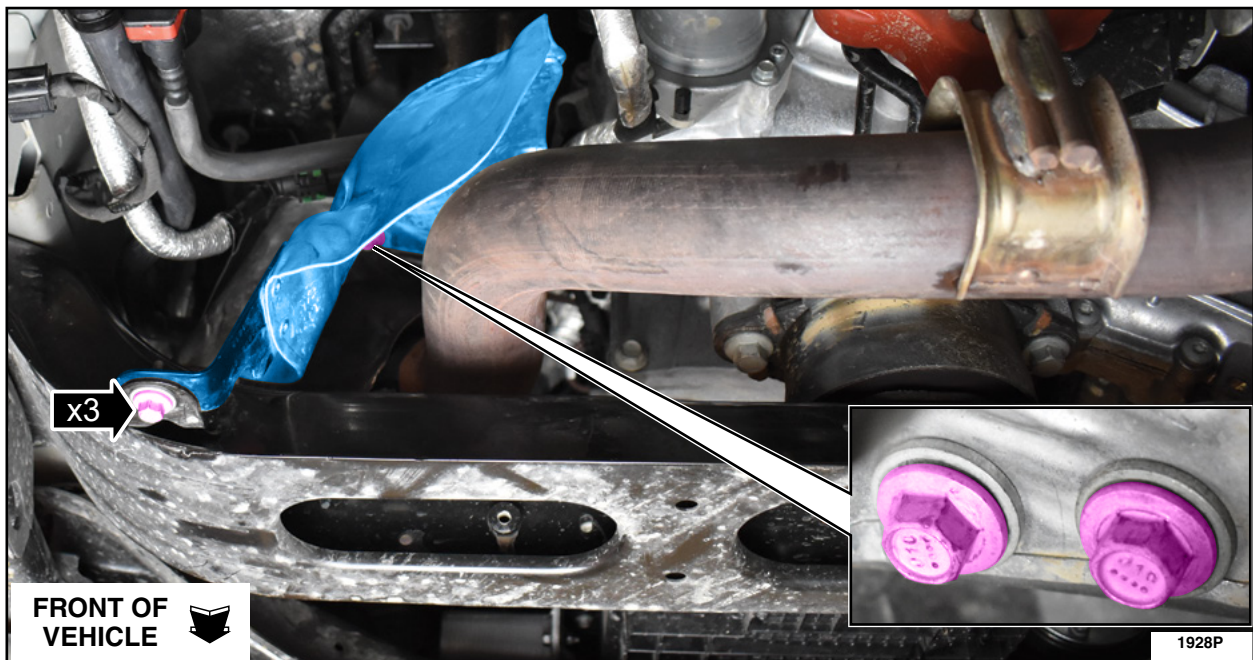


FIGURE 21





23. Position the line towards the driveshaft and install the retainer. See Figure 22.

- Torque: 80 lb. in (9 Nm)



FIGURE 22

24. Install the short portion of the rear heater coolant line and the retainer on the right hand (RH) side of the vehicle above the exhaust heat shield directly under the front passenger seat. See Figure 23.

- Torque: 71 lb. in (8 Nm)

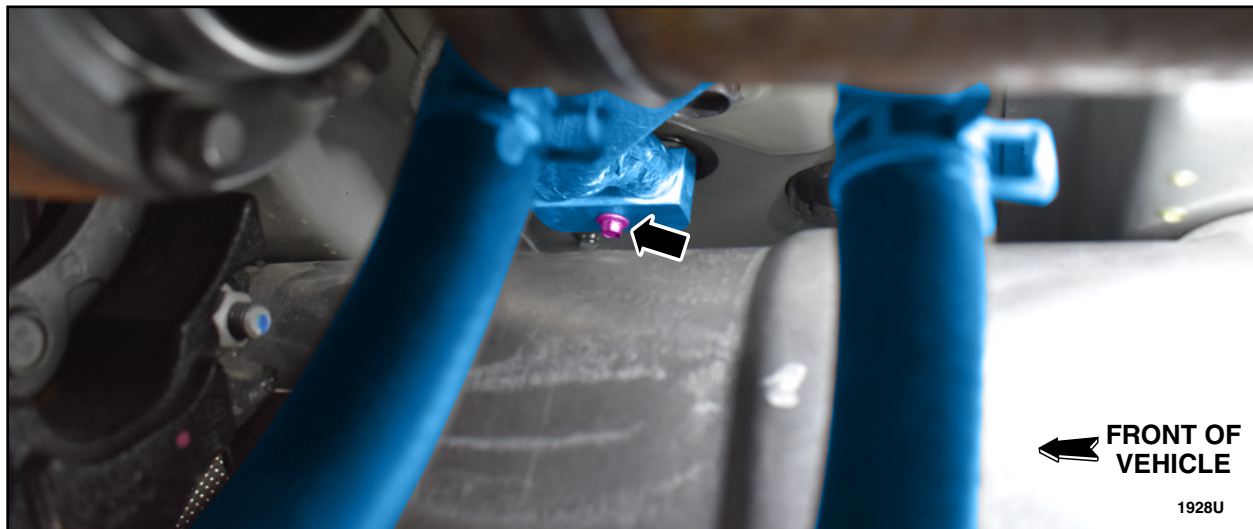


FIGURE 23



25. Connect the short rear heater coolant line to the long rear heater coolant line. A audible click will be heard. See Figure 24.

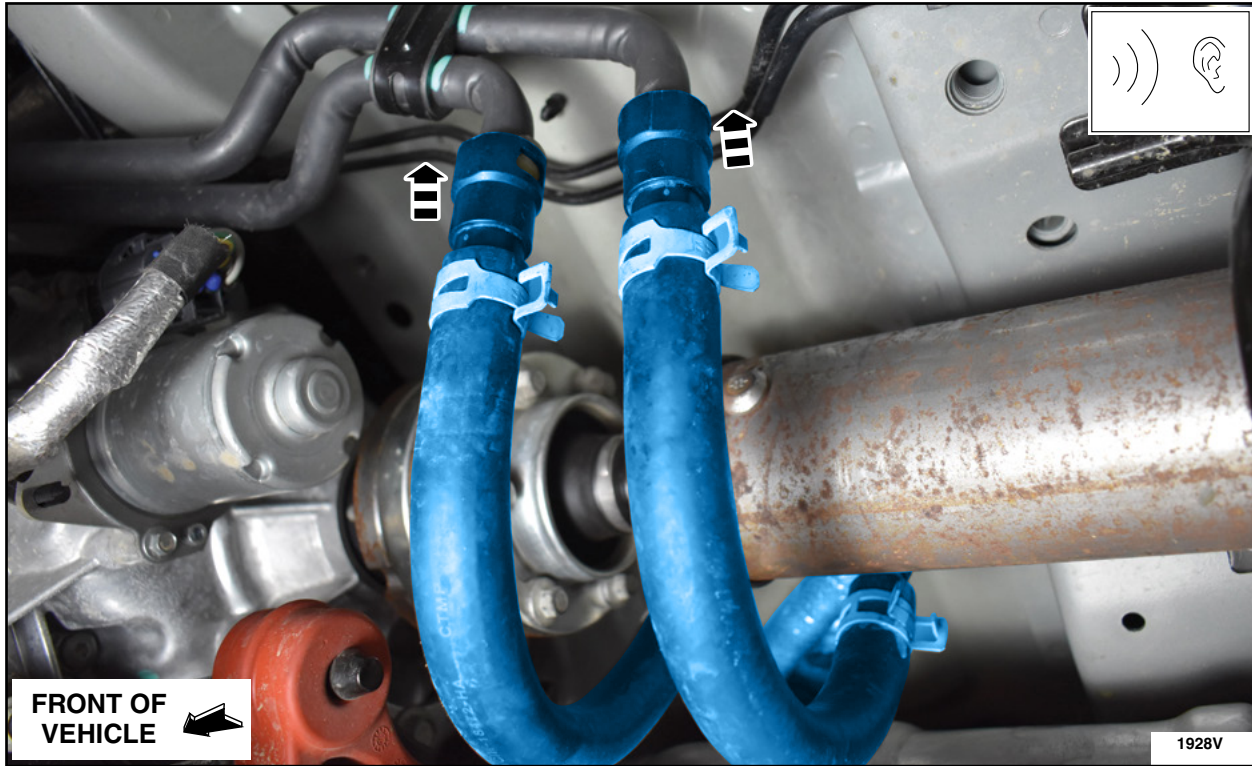


FIGURE 24

26. Position back the wire harness. Install the wire harness bracket bolt and wire harness push pin. See Figure 25.

- Torque: 106 lb. in (12 Nm)

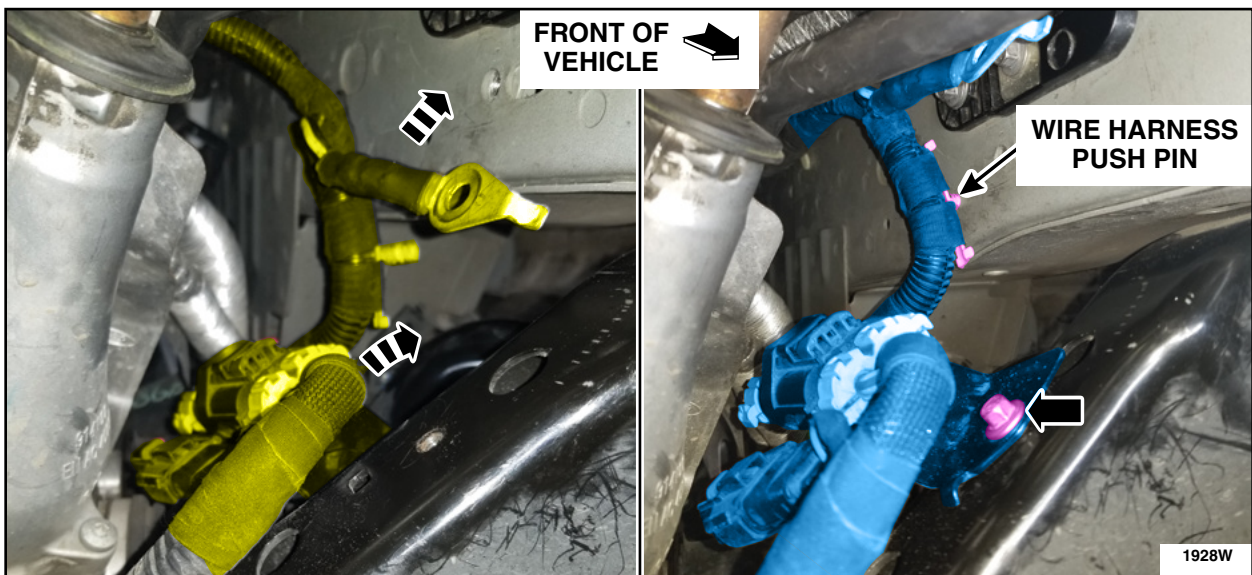


FIGURE 25



27. Position back the ground wire and install the ground wire retainer. See Figure 26.

- Torque: 106 lb. in (12 Nm)

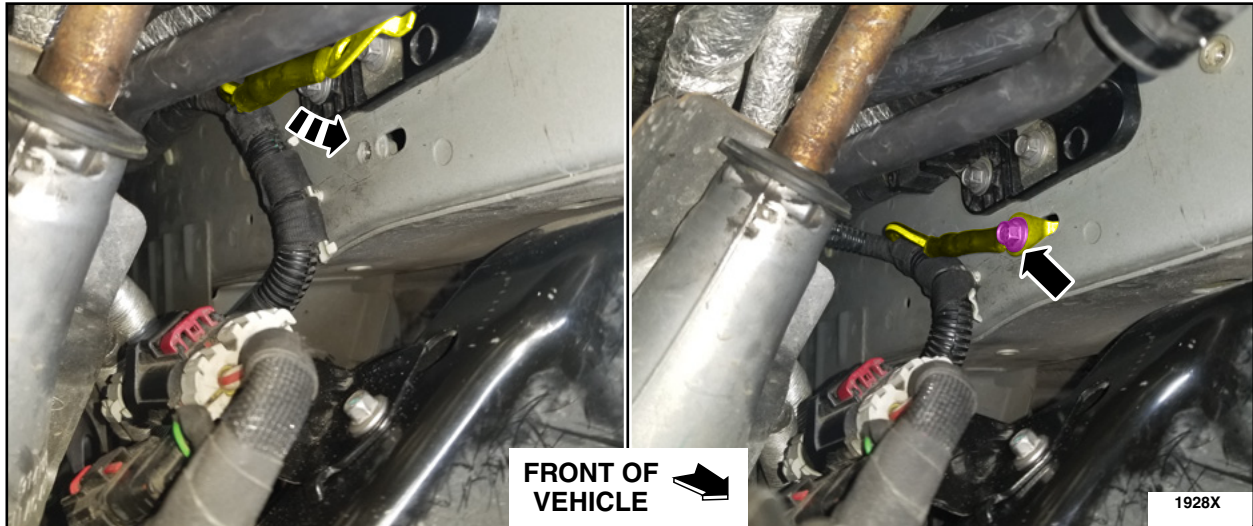


FIGURE 26

28. Install the rear heater coolant line retainer located above the LH catalytic converter. See Figure 27.

- Torque: 93 lb. in (10.5 Nm)

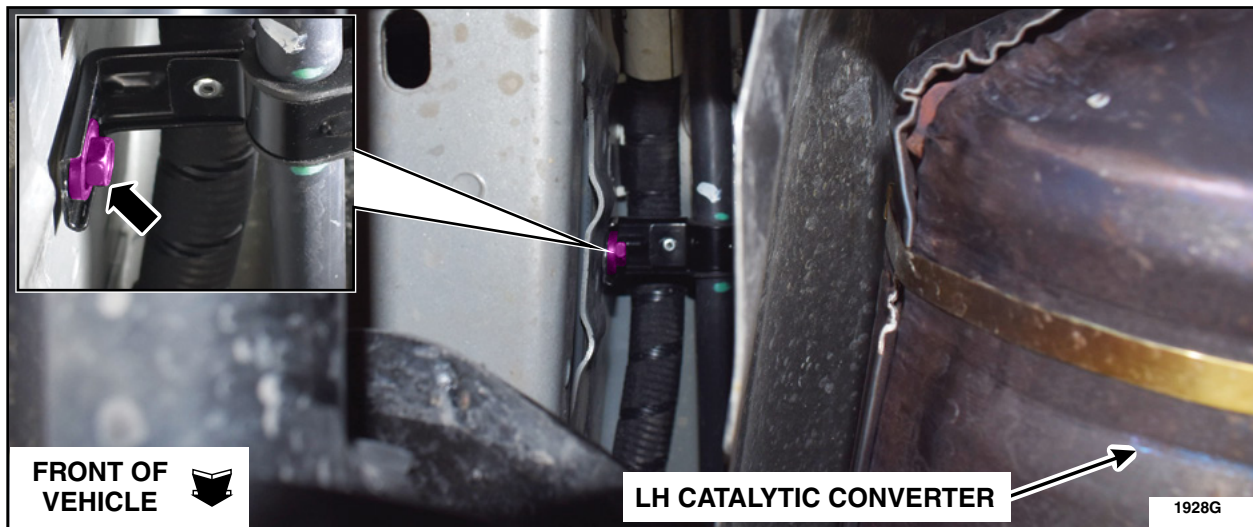


FIGURE 27



29. Install the rear heater coolant line bracket retainer located by the front LH halfshaft.  
See Figure 28.

- Torque: 93 lb. in (10.5 Nm)



FIGURE 28

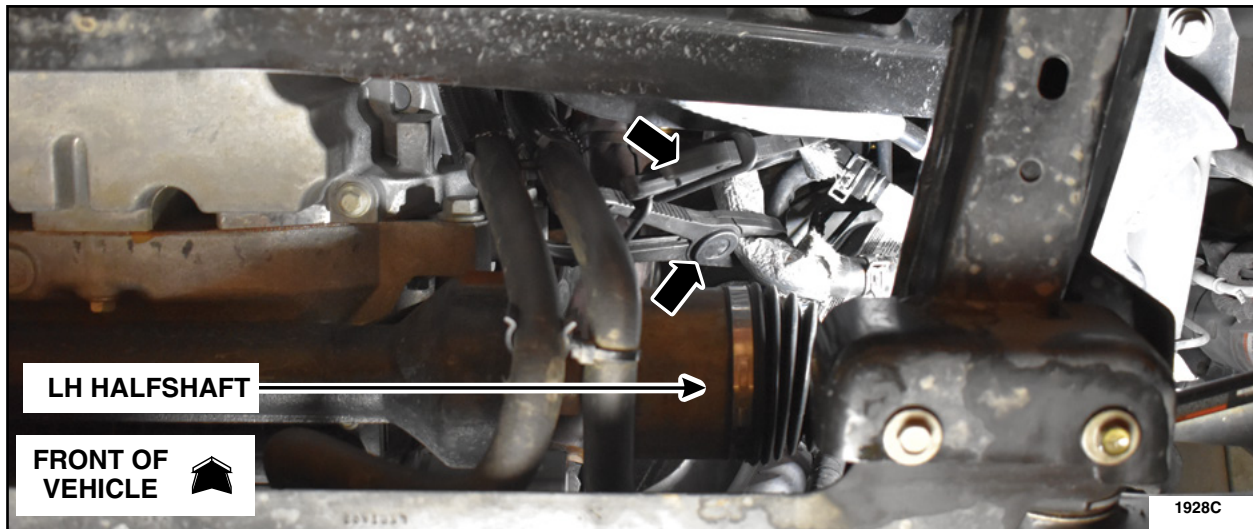
30. Connect the rear heater coolant lines and position back the hose clamps. See Figure 29.



FIGURE 29



31. Remove the hose clamp-off pliers. See Figure 30.



**FIGURE 30**

32. Install the evaporative emission canister. Please follow the WSM procedures in Section 303-13.

33. Fill and bleed the coolant. Please follow the WSM procedures in Section 303-03.

